

TASK ORDER GST0013AJ0059

**Asset and Transport Management (ATM),
Vendor Support Center (VSC), &
GSA Advantage (ADV) Helpdesk Support**

in support of:

***General Services Administration (GSA) Federal
Acquisition Service (FAS) Office of the Chief
Information Officer (OCIO)***

**Issued to:
OBXTek, Inc.
8300 Boone Blvd, Suite 550
Vienna, VA 22182**

**The Contractor's Basic VETS GWAC contract GS-06F-0539Z is applicable to this Task
Order**

Conducted under FAR 16.505

**Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW
Washington, DC 20405**

**June 27, 2013
FEDSIM Project Number 13023GSM**

SECTION C - STATEMENT OF WORK

NOTE: Section C of the contractor's VETS GWAC Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

C.1 BACKGROUND

This TO supports the United States (U.S.) General Service Administration (GSA), facilitated through Federal Acquisition Service (FAS) Office of the Chief Information Officer (OCIO). The GSA provides Federal agencies with a wide variety of information technology (IT) and professional services. In support of these critical services, FAS has developed many major IT application systems. These applications must be operated, maintained, developed, modernized, enhanced, and receive continuing technical support for GSA and GSA FAS to continue serving the taxpayer. Customer support includes maintenance of a variety of IT systems. The GSA FAS OCIO is seeking contractor support to centrally manage and administer Help Desk services for applications and services nationwide.

C.1.2 AGENCY MISSION

The GSA FAS OCIO develops, manages, and operates a variety of major applications and general support systems as part of its mission and business functions. Help desk support is required for customer inquiries regarding these major application groups.

The GSA FAS OCIO is responsible for the following functions and activities:

- Applications development, operations, and maintenance – developing, operating, and maintaining FAS applications, systems, and services based on standard FAS systems development lifecycle (SDLC) processes.
- FAS technology architecture – developing a standard, flexible architecture which will support the future needs of FAS applications, systems, and services.
- IT relationship management – providing quality service by maintaining and developing strong relationships with customers to provide solutions that meet their business needs.
- IT security – ensuring the compliance of FAS applications, systems, and services with applicable Federal Government information security regulations through implementation of policy, guidance, and security tools.
- Program management support – effectively and efficiently managing IT projects or groups of related IT projects across the organization using standard tools, methods, and processes.
- Strategic and capital planning – driving the future of FAS OCIO by developing and managing plans to support financial, budgetary, and resource needs as well as long-term business strategy.

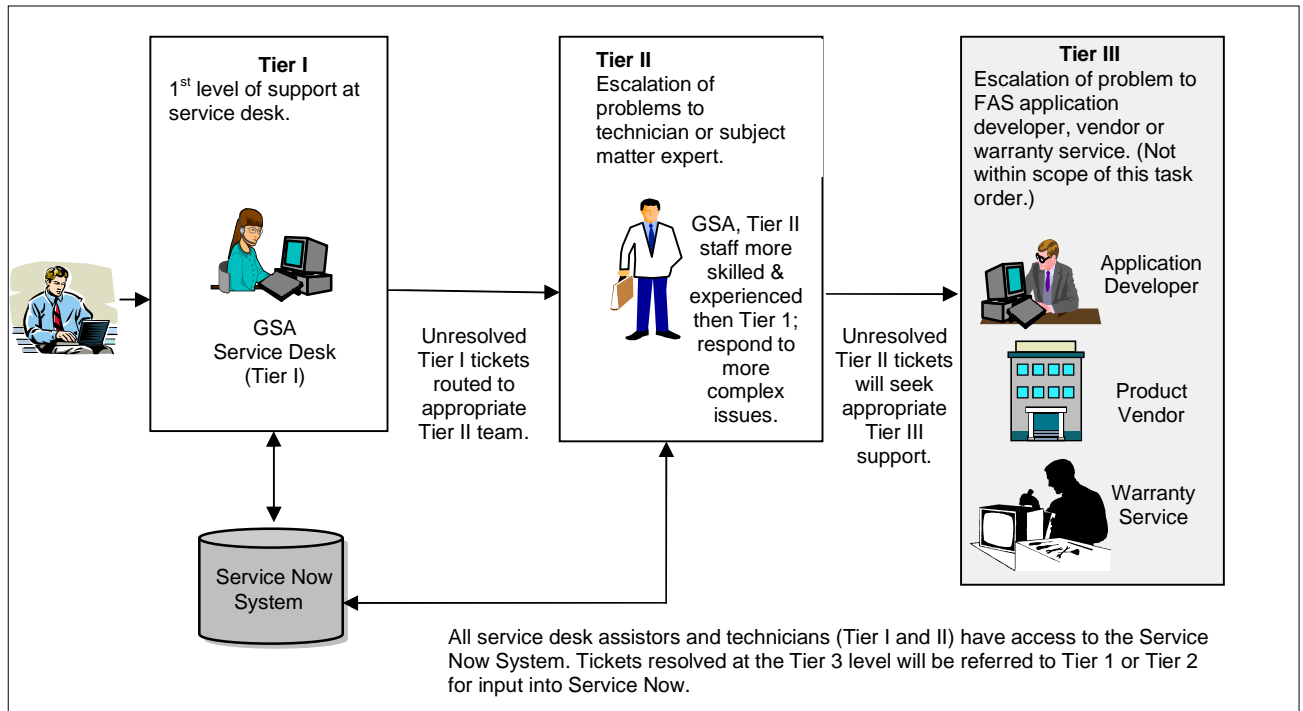
C.2 SCOPE

The scope of this support is to provide Tier 1 and Tier 2 Helpdesk support and other customer specified services for GSA applications. Currently, the following GSA application groups require Helpdesk support: VSC, ATM, and ADV. Tier 1 is the initial point of contact that provides a basic level of support; Tier 1 support creates Helpdesk tickets and prioritizes and coordinates tickets requiring a higher level of support. Tier 2 support is an escalated level of support. Tier 2 personnel offer assistance for and resolution of more complex IT issues or problems. (Please see Figure 1 below.) The ATM/VSC/ADV Helpdesk is expected to receive

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approximately 150,000 – 175,000 inquiries in Option Period 1 of the contract and the Government anticipates a 10% increase in Helpdesk inquiries annually.

Figure 1



C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

GSA has developed or has under development various applications that are part of the application groups that require Helpdesk support under this TO. A list of current applications that require support can be found in Section J, Attachment I. The applications listed include the application's definition, and the quantity of inquiries per application group over the past fiscal year. In addition, information regarding the current Helpdesk software can be found in Section J, Attachment H. This reflects the current environment, however the Government has anticipated a 10% increase in inquiries annually as GSA service offerings evolve. An increase in inquiries above and beyond this threshold that is significant enough to require additional resources will be handled via the surge CLIN.

The function of the ATM/VSC/ADV Helpdesk is to address questions, issues, and problems encountered by Federal agencies, vendors, and GSA staff. Inquiries come in via telephone, e-mail, fax, or other commercial means of communication. Customers who use this Helpdesk include internal FAS users and external users such as customers from other Federal agencies, vendors, and private citizens. Tier 1 personnel may escalate issues to Tier 2 personnel who may escalate to Tier 3 (actual Software developers for the applications supported).

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C.4 OBJECTIVE

The Government seeks to obtain a business partner to provide Helpdesk services. The immediate program priority is to ensure a smooth operational transition in the hand-off from the current Tier 1/Tier 2 contractor(s). Maintaining service levels and transparency for customers is of paramount importance. The contractor shall plan and develop an approach to manage and provide the Tier 1 and Tier 2 Helpdesk support and suggest potential changes to the Helpdesk system configuration. The Government is expecting the business partner to add value by proposing alternative plans or methods for improving, optimizing, and enhancing the Tier 1 and Tier 2 Help Desk processes and performance. Service Level Agreements (SLAs) for Helpdesk performance can be found in Section J, Attachment G.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name who shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key Contractor Personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM COR. The contractor shall provide the following at the Kick-Off meeting:

- a. Transition-In Plan
- b. Draft Service Level Agreements (SLAs)
- c. Draft Monthly Status Report Format

C.5.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR (Section J, Attachment D) using Microsoft (MS) Office Suite applications, by the tenth of each month via electronic mail to the Technical Point of Contact (TPOC) and the COR. The MSR shall include the following, at minimum:

- a. Activities during reporting period, by task (include: on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task and any updates to Standard Operating Procedures (SOP) for Tiers 1 and 2 Operations.
- b. A summary of Work Requests (WR) which are “open” during the reporting period, by task (Include: On-going activities, new activities, activities completed; progress to date

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on all above mentioned activities). Summarize each WR and include the following information in the summary:

- Unique ID
 - Date of Request
 - Government Requestor
 - Date of COR/TPOC Approval
 - Description of work to be performed
 - Expected Start Date
 - Expected Finish Date
 - Expected Level of Effort
 - Status
 - Actual Finish Date
- c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
 - d. Personnel gains, losses, and status (security clearance, etc.).
 - e. Government actions required.
 - f. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
 - g. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
 - h. Service Level Agreements (SLAs) and compliance and inquiry volume for each application.
 - i. Accumulated invoiced cost for each CLIN up to the previous month.
 - j. Projected cost of each CLIN for the current month.

C.5.1.3 SUBTASK 3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a monthly Technical Status Meeting with the TPOC, COR, and other vital Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting.

C.5.1.4 SUBTASK 4 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

- a. Describe the proposed management approach.
- b. Contain detailed SOPs for all tasks.
- c. Include milestones, tasks, and subtasks required in this TO.
- d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between Government organizations.
- e. Include the contractor's Quality Control Plan (QCP).

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The contractor shall provide the Government with a draft PMP on which the Government will make comments. The final PMP shall incorporate the Government's comments.

C.5.1.5 SUBTASK 5 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.6 SUBTASK 6 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.5.1.7 SUBTASK 7 – UPDATE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with their proposal and provide a final QCP as required in Section F. The contractor shall periodically update the QCP, as required in Section F, as changes in program processes are identified.

C.5.2 TASK 2 – PROVIDE TRANSITION MANAGEMENT SERVICES

C.5.2.1 SUBTASK 1 - TRANSITION-IN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. All transition activities will be completed 120 calendar days after the start date of the order. The contractor shall propose a draft Transition-In Plan at the Kick-off meeting.

The contractor shall implement its Transition-In Plan NLT than 10 workdays after it is approved by the Government.

C.5.2.2 SUBTASK 2 -TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan NLT 120 calendar days prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes
- b. Points of contact
- c. Location of technical and project management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor to contractor coordination to ensure a seamless transition
- f. Transition of Key Personnel
- g. Schedules and milestones
- h. Actions required of the Government

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The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

The contractor shall implement its Transition-Out Plan, per Government approval, NLT 90 calendar days prior to expiration of the TO.

C.5.3 TASK 3 – PROVIDE HELPDESK SUPPORT FOR THE ATM, VSC, AND ADV APPLICATION GROUPS

The contractor shall manage, maintain and conduct the day-to-day Tier 1 and 2 functions and operations. The contractor shall operate the Helpdesk Monday – Friday, 8:00 a.m. – 7:00 p.m Eastern Time (ET) excluding Federal holidays. Currently, the ADV and VSC application groups have increased inquiry volume between 9:00 a.m. and 5:00 p.m, with less inquiry volume in other, off-peak hours. The ATM application group supports a large number of customers located on the U.S. West Coast and in the Asian Pacific; therefore, the ATM application group tends to have a constant inquiry volume through 7:00 p.m..

The contractor's Program Manager (PM), working in coordination with GSA assigned technical points of contact, shall assign operations managers to manage, maintain and conduct the day-to-day Tier 1 and Tier 2 functions and operations for the customers identified for ATM, VSC, and ADV application groups. The helpdesk serves as the final authority to address and resolve, if possible any problems or issues, including customer satisfaction issues presented to Tier 1. In the event that the event issues cannot be resolved, the contractor shall escalate the event issue to Tier 2 for resolution. Helpdesk inquiries are received from Federal Government agencies, contractors, and the 11 GSA Regions and Headquarters, in addition to others. Based on historical metrics included in Section J, Attachment I, the Government anticipates a 10% annual growth in Helpdesk inquiry volume.

The contractor shall:

- Document, manage and assign all user inquiries and provide resolution to each in accordance with the SLAs attached (Section J, Attachment G).
- Attend status meetings to receive updates regarding the status of various programming changes, discuss enhancements to applications, and discuss upcoming events.
- Identify and implement improvements in user support services through ongoing self-monitoring and the continuing search for improvement.
- Respond to all Helpdesk inquiries. Upon receipt of an inquiry, the contractor shall document and update cases and customer profiles in ServiceNow, assign a priority level to each request and respond to the customer inquiry. The Tier 1 employee shall attempt first call resolution and update the status of a case upon resolution at Tier 1.
- Escalate cases to Tier 2 when additional support is required and the case requires greater subject matter expertise.
- Maintain communication with the customer/user regarding case status and resolution.
- Maintain responsibility for all tickets until final resolution is achieved, this includes tracking tickets that are escalated to the Tier 3 level.
- Maintain a Tier 1 and Tier 2 SOP manual.

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C.5.3.1 SUBTASK 1 – PROVIDE HELPDESK SUPPORT FOR ASSET AND TRANSPORTATION (ATM) APPLICATIONS

The contractor shall provide helpdesk support for ATM applications. The Contractor shall be responsible for all Tier 1 and Tier 2 inquiries from internal GSA FAS and external users. The contractor shall respond to requests related to ATM applications listed in Section J, Attachment I and any additional ATM applications that are developed throughout the period of performance of the TO.

C.5.3.2 SUBTASK 2 – PROVIDE HELPDESK SUPPORT FOR VENDOR SUPPORT CENTER (VSC) APPLICATIONS

The contractor shall provide the Government with the necessary Helpdesk services at the Tier 1 and Tier 2 levels to support the VSC. Customers who use this Helpdesk include primarily internal FAS users and the vendor community.

The VSC Helpdesk specifically supports GSA Advantage and all its subsystems but, the VSC is truly an information portal for all vendors doing business with GSA. The contractor shall receive requests related to, at minimum, all VSC applications listed in Section J, Attachment I and any additional VSC applications that are developed during the period of performance of the TO. Specific examples of inquiries received by the VSC helpdesk that the contractor shall respond to include, but are not limited to:

- Assisting vendors in placing their catalog, contract, and pricing information on GSA Advantage using the Schedule Input Program (SIP) application.
- Assisting users in the querying of historical data and information in response to requests using the Schedule Sales Query (SSQ) Tool.
- Support vendors in reporting their quarterly sales data and industrial funding fees using the 72A Reporting application, to include system use and log-in.
- Support vendors in reporting their quarterly sales data and fees using the Veterans Affairs (VA) Sales Portal application, to include system use and log-in.
- Support vendors in reporting their quarterly sales data and fees using the E-Gov Travel application, to include system use and log-in.

In addition, the contractor shall conduct weekly, personalized webinars to train GSA Schedule Holders on how to use the VSC application group, including the Schedule Input Program (SIP), UPC codes, e-Buy, e-Library and GSA Advantage. The contractor shall present these weekly training webinars using training materials provided by the Government and update the training materials as necessary.

C.5.3.3 SUBTASK 3 – PROVIDE HELPDESK SUPPORT FOR GSA ADVANTAGE APPLICATIONS

The contractor shall respond to requests related to, at minimum, all GSA Advantage applications listed in the Section J, Attachment I. Specific examples of inquiries received by the GSA Advantage helpdesk that the contractor shall respond to include, but are not limited to:

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- Assisting users with the daily ordering process and any issues associated with GSA Advantage orders, including orders that may not have been successfully transmitted to the vendor.
- Assisting users with navigational problems on GSA Advantage and e-Buy applications.
- Assisting users with accessing Purchase Orders (PO) in the PO Portal application.

C.5.4 – OPTIONAL TASK 4 – PROVIDE SURGE SUPPORT FOR GSA APPLICATIONS

During the task order, the contractor may be required to provide increased support beyond that achievable by the normal helpdesk operations staff. While the scenarios are not all-inclusive, the following are instances in which the contractor may identify an issue or the Government may identify the need for additional support. The Government has anticipated a 10% increase in inquiries each year to account for growth within the FFP Task 3. However, these scenarios are applicable in situations in which the number of inquiries routinely exceeds the expected growth for normal operations.

- Adverse impacts from changes to existing applications – Applications requiring support under the task order may undergo changes to provide enhanced functionality for users or to allow for routine updates. It is possible that changes by application owners can lead to either adverse impacts on the usability of applications or require increased assistance until users are accustomed to the changes. As a result, the contractor may be required to increase support until the number of inquiries returns to normal mode of operations. This scenario is designed as a solution to a temporary problem.
- Introduction of new applications into the GSA environment – It is expected that the Government's application portfolio will adapt over time, as applications are retired, developed and/or replaced. In some instances, the introduction of new applications into the GSA environment may result in the need for additional contractor staff to ensure adequate support for the full suite of applications monitored by the helpdesk.
- Consolidation of helpdesk support from other GSA offices – GSA is in the process of consolidating decentralized IT organizations under the parent office of the CIO. Due to consolidation efforts, it is possible that support currently provided via separate helpdesk operations could merge into this task order, significantly increasing the number of inquiries received by the helpdesk.

The process for adding additional surge support will be completed on a case-by-case basis, approved by the Government, and executed via a modification to the task order. The Government will consider requests for additional surge support when the number of inquiries exceeds the anticipated 10% growth annually. The contractor shall provide a schedule and cost estimate (per each request) for providing surge support, for Government review and approval, prior to providing any additional surge support under this optional task. The contractor shall provide the capability to track schedules, performance, and cost at the individual surge request level.